

## HOUSING VOUCHER PROGRAMS - POLICY & PROCEDURES MANUAL - APPENDIX H



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*Your Affordable Housing Partner*

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Family/Independence  
Agency

Richard T. Miller  
Authority Member

Herman W. Coleman  
Authority Member

James L. Logue III  
Executive Director

735 East Michigan Avenue  
P.O. Box 30044  
Lansing, Michigan 48909

[www.mshda.org](http://www.mshda.org)

(517) 373-8370  
FAX (517) 335-4797  
(TTY) 800-382-4568

### M E M O R A N D U M

DATE: June 5, 2002

TO: All Office of Existing Housing Staff and Agents

FROM: Management Team

SUBJECT: EMPLOYMENT VERIFICATIONS VIA "THE WORK NUMBER"

The third party verification (TPV) process requires MSHDA Staff/Agents to obtain employment verifications directly from the employer. The employee (i.e. tenant) cannot initially assist with the verification process.

An Internet source is available to enhance Staff/Agent's ability to timely obtain TPV for employment verifications for registered employers. All information provided is current as of the most recent pay period. Registered companies currently include major employers such as: Burger King, City of Detroit, Coca-Cola, Fifth Third Bank, Hardee's, Home Depot, JC Penney, K-Mart, Kroger, McDonalds, Meijer, Pepsi Cola, Sears, Wal-Mart, etc.

By accessing and registering with [www.theworknumber.com](http://www.theworknumber.com), Staff/Agents receive the verification **via FAX**, in approximately five (5) business days. To access the service at no cost, Staff/Agents must have incoming fax capability and register as a "Social Services User" with an Agency Type identifier of "Housing Authority". The Registration Agreement requires confidentiality with regard to any information obtained. After completing the one-time registration, Staff/Agents may order verifications at any time by accessing the website and entering their fax number, employer code number, and employee (tenant) social security number. See attachments for more information regarding registration, access instructions, and a sample verification printout.

RETAIN THIS MEMORANDUM in your memo book. Contact your Area Manager with questions.



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Common Shortcuts:

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**Q: What is a Social Service Agency?**

A: An agency that provides state or federal aid to qualified applicants, e.g. human services, social services, family services, Social Security Administration, Housing Authorities, Work Programs, and Medicaid. Child Support Enforcement Agencies are also considered social service agencies.

**Q: How/Why do I register to use The Work Number?**

A: Register to use The Work Number by completing and signing a Service Agreement. By registering, you identify your agency to The Work Number and protect employees against unauthorized access of confidential information. The contact person for the service agreement should be a spokesperson for your office. We may need to contact this person to verify your information or explain changes to the service.

**Q: Am I registered yet?**

A: You will be registered within 24-48 hours of faxing your signed registration Agreement to us. Check by using [the form in the upper corner of this page](#). If you're registration has been processed, your fax number will allow you to process a verification. Remember, inaccurate or incomplete information on your

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registration will delay or prevent us from processing your request.

**Q: Can more than one person use the service in our office?**

A: Yes, The Work Number may be used by anyone in your office that is authorized to receive verification information. You may register multiple fax numbers or multiple offices on one registration form.

**Q: How do I use the service once my agency is registered?**

A: It's really very simple. Just enter your registered fax number on the web page or call 800-660-3399 and follow the prompts. You will need your registered office fax number, the public aid applicant's Social Security Number, and the Company Code for their current or previous employer.

If you do not have the Company Code, The Work Number will allow you to request a list of Company Codes for all of our employers.

Once you enter the correct information, The Work Number will confirm that the verification is being processed, when it will be delivered, and will voice or display a Reference Number for the verification. This Reference Number can be used to check the delivery status or perform quality control audits.

If you are already registered, download our simple instruction cards [here](#).

**Q: How do I get a list of Company Codes?**

A: On the [Internet](#) or by phone. Company Codes are five-digit codes The Work Number has assigned to each of the employers that provide their employment data to us. It is not a list of the agencies who use The Work Number to request verifications.

**Q: What Information is Provided?**

A: The Work Number provides information given to us by Employers: Employee Name and Social Security Number, Employment Status, Most Recent Start Date and Termination Date (if applicable), Total Time with Employer, Job Title, Rate of Pay, Average Hours per Pay Period, Total Pay for Past 2 years, and the most recent twelve pay periods of Gross Earnings.

All of this information is as current as the most recent pay period.

**Q: What is the source of The Work Number's information?**

A: The Work Number receives new information directly from its Employers' payroll systems on a "per pay period" basis. We do not manually key or scan any information into the database. Our Employers send us information in a specified file format at specified time intervals. We then "load" that information directly into The Work Number's computer database.

**Q: Do I need Authorization from the Applicant?**

A: Absolutely. The Work Number is to be used only when the public aid applicant has expressly given their permission, through a written signature, for your department to verify their employment and income information. Child Support agencies are the exception, since Employers are legally required to respond to their requests. The Work Number audits a percentage of all verifications performed, and your signed Agreement gives us the authority to audit your specific activity. When an audit is performed, we look for the authorization signature from the applicant.

**Q: How do I designate that the verification gets sent back to my attention?**

A: Phone: you will be prompted to enter your telephone number and extension number. Internet: enter your name in the "Fax Attention" box. Either your phone extension or your name will be printed on the verification that is returned to you.

**Q: What are the benefits of using The Work Number?**

A: Your agency will save time and money by using The Work Number. The verification process will take much less time, allowing your caseworkers to devote more of their time to the clients they serve. Also, The Work Number will help you identify and prevent fraud more quickly and accurately.

**Q: I faxed my agency's verification form after I registered, and I haven't received a response?**

A: The automated system takes the place of having to fax any forms to The Work Number. By registering, you will be able to request verification information directly from our database.



www.theworknumber.com

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**Search Our Site**  
[\[Search Instructions\]](#)**Instructions for Social Service Verifications**

Here are simple, but important, instructions to follow when starting to use The Work Number's Social Service system.

1. Register and complete the application for the version of service you want to use, either Standard or eXpress. You will be set up to use the service within 24-48 hours of receipt of your application.

2. After you are set up, simply enter your office's registered fax number in the box below or in the upper corner on almost all of the web pages within the Social Service area.

Already Registered? Download Instruction Cards
▶ <a href="#">Standard</a>
▶ <a href="#">eXpress</a>
▶ <a href="#">Download Tips</a>

Registered Fax Number
<input type="text"/> <input type="button" value="go"/>
(No Spaces or Hyphens Please)

Register as Agency Type:  
Housing Authority

Enter Yo  
Request

No space

Common

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996-7566  
(TTY/Dea



## The Work Number | Social Services Agreement

**POST.** I understand that my agency will not be charged for the service provided by The Work Number.

**RELEASE OF INFORMATION.** My agency will request this information only for the purposes of determining eligibility for public aid or assistance, prevention or identification of fraud or overpayments associated with the receipt of public aid or assistance, or for the location and identification of individuals by the State child support enforcement agency. My agency will not request compensation data unless either (i) the employee whose data the agency is seeking has signed an authorization to release compensation data to my agency or (ii) the data sought by my agency is information which the employer of the employee is legally required to provide to my agency.

**CONFIDENTIAL INFORMATION.** I acknowledge for my agency that the employment and compensation data of The Work Number is provided by employers and is highly confidential. My agency will not further disclose or distribute Data except as required by law or authorized by the Employee.

## 4) SIGN AND DATE

Agency Name: \_\_\_\_\_

"COMPANY FAX"

By (signature): \_\_\_\_\_

Name (print): \_\_\_\_\_

Name(print): \_\_\_\_\_

Title (print): \_\_\_\_\_

Title (print): \_\_\_\_\_

Effective Date: \_\_\_\_\_

5) FAX THIS FORM TO 314-214-7361. I understand approval will be complete within 24-48 hours.  
Terms (see)

[ HOME ] [ EMPLOYEES ] [ VERIFIERS ] [ EMPLOYERS ] [ TALX CORP ] [ HELP ]  
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## Social Services (Standard Service) How to Use The Work Number® -- Internet

Please have the following information available before visiting the Internet.

- 1) Your Registered Fax Number
- 2) Employer (Company) Code  
(Available on [www.theworknumber.com](http://www.theworknumber.com))
- 3) Employee Social Security Number



Go to [www.theworknumber.com](http://www.theworknumber.com)

**Click:** "Login" within the Social Service Agencies box  
**Enter:** Your Registered Fax Number  
**Enter:** Employer (Company) Code (You can find a code by clicking on "Find a Company Code.")  
**Enter:** Employee Social Security Number  
**Enter:** Your Name in the "Fax Attention" box

Verification will be faxed to you within 5 business days.

Save time by using The Work Number for automated verification service. If you have any questions, please call our Client Service Center.

Client Service Center: 1-800-996-7566



## Social Services (Standard Service) How to Use The Work Number® --- 800 Number

Please have the following information available before calling.

- 1) Your Registered Fax Number
- 2) Employer (Company) Code\*
- 3) Employee Social Security Number

*\*(If you do not have the Employer Code, you can obtain a code list by calling our 800 verification number at 1-800-660-3399, entering your registered fax number and then pressing "2." The Employer Code List will be faxed to you immediately.)*



Obtain verification by calling 1-800-660-3399.

**Enter:** Your Registered Fax Number and Confirm Your Fax Number

**Select:** "1" for Employment Verification

**Enter:** Employer (Company) Code

**Enter:** Employee Social Security Number

**Enter:** Your Phone Number and Extension (This enables the fax to be addressed to your attention.)

Verification will be faxed to you within 5 business days.

Save time by using The Work Number for automated verification service. If you have any questions, please call our Client Service Center.

Client Service Center: 1-800-996-7566